

Press Release

Easy access to Pag-IBIG Fund through Contact Center

The Pag-IBIG Fund Contact Center makes the Fund more accessible to members after the outsourcing of its activities to the winning bidder, Teleperformance, in 2015. Pag-IBIG improved its service levels by offering more telephone lines, better resolution of members' concerns, and faster response rate to queries sent via emails and chat messages.

“With Teleperformance’s expertise in the Business Process Outsourcing (BPO) industry, the partnership between Pag-IBIG and Teleperformance is another realization of the Pag-IBIG Fund mantra of bigger, better, faster. Last December 14, 2015, we launched the new Pag-IBIG Fund Contact Center in time for our 35th anniversary. We now provide our 16.4 million members with better access to Pag-IBIG by increasing the active phone lines and contact agents, improving the management of members’ queries and concerns through the Customer Relationship Management System (CRMS) of Teleperformance, and hastening the response rates to queries as more calls, chat messages, and emails can be received and resolved by Teleperformance agents and support staff from Pag-IBIG,” said Pag-IBIG Fund President & CEO Atty. Darlene Marie B. Berberabe.

She added that outsourcing contact center activities enabled Pag-IBIG to save almost P136 Million in operational expenses. Pag-IBIG is the first government agency that Teleperformance engaged with.

Services cover the following contact points: calls at the Pag-IBIG hotline 724-4244, chat at the chat link located at www.pagibigfund.gov.ph, and email to contactus@pagibigfund.gov.ph.

The Pag-IBIG Contact Center has received favorable feedback from members. Commendations ranged from the agents being courteous and patient when dealing with members, and for their thorough and accurate explanations and instructions when asked for details on Pag-IBIG’s programs and services.

Of the inquiries received, queries on member identification (MID) number and short-term loans topped the list. These were followed by queries on member contributions, general information, and housing loans; then requests for consolidation of records, claims inquiry and request, billing statement for housing loans, Pag-IBIG Loyalty Card, and status of housing loan application. (END)